Global Customer Support Guide for AVEVA Edge (formerly InduSoft Web Studio)

Transition from InduSoft Web Studio to AVEVA Edge

AVEVA
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1. Introduction

AVEVA Edge, formerly known as InduSoft Web Studio, follows the AVEVA brand strategy and alignment of our portfolio under the AVEVA brand products. This not only marks the transition to the AVEVA brand but also introduces our customers to the broader AVEVA ecosystem and its benefits.

This document describes relevant aspects of the AVEVA Global Customer Support (GCS) services offered to AVEVA customers using AVEVA Edge, and its former brand names, such as InduSoft Web Studio.

2. Global Customer Support Programs

The processes described in this document are applicable both for AVEVA Edge and for previous versions of this product with the brand name InduSoft Web Studio.

Under the InduSoft brand, the technical support plan as called “Annual Software Maintenance Program” (ASMP). AVEVA’s GCS program is called “Customer FIRST” (CF).

The following table describes the transition from the legacy InduSoft ASMP program into the AVEVA CF Program:

Legacy InduSoft ASMP program	“Equivalent” AVEVA CF Program
Name: Basic Level – No Agreement **Benefits**: ▪ Business Hours Technical Support based on the time zone of the technical support team. ▪ Direct Support from InduSoft. ▪ Access to InduSoft Knowledge and Support Center Website. ▪ Software Maintenance Releases, Service Packs, Patches, Updates, Hot Fixes. **Cost**: Free of charge.	**Name**: CF Basic **Benefits**: ▪ Business Hours Technical Support based on the time zone of the technical support team. ▪ Direct Support from AVEVA. ▪ Access to AVEVA Knowledge and Support Center Website. ▪ Software Maintenance Releases, Service Packs, Patches, Updates, Hot Fixes. **Cost**: Free of charge. This level will be available until March 31st, 2022.
Name: Standard ASMP **Benefits**: ▪ All benefits from Basic Level ▪ Software Version Upgrades and Revisions at no additional cost **Cost**: Annual fee of 20% of the respective license(s) price.	**Name**: CF Premium **Benefits**: ▪ All benefits from Basic Level ▪ Software Version Upgrades and Revisions at no additional cost ▪ Emergency-only 24-hr Technical Support (24x7) **Cost**: Annual fee of 20% of the respective license(s) price.

Customers that had purchased a **Standard ASMP** for their InduSoft Web Studio licenses will automatically be enrolled in the AVEVA CF **Premium** program. Upon expiration of the current agreement, customers can renew the agreement under the standard AVEVA **CF Premium** program (for the applicable fee).

Customers that have not purchased a **Standard ASMP** for their InduSoft Web Studio licenses will automatically be enrolled in the AVEVA CF **Basic** program, whose benefits will be available at no additional cost until March 31st, 2022.

After this date, customers will have the option to continue having access to technical support through one of the AVEVA GCS CF programs available for their respective fee.

The previous table illustrates the AVEVA CF Program levels **Basic** and **Premium**, which map closely to the programs previously available through InduSoft. However, AVEVA offers additional CF Program levels, such as **Standard**, and **Elite**. We strongly recommend customers contacting their software vendor and learning about the benefits of each AVEVA CF Program Level, in order to make an informed decision on the most suitable option available to them.

3. How to access Customer Support

Customers must register into the **AVEVA Knowledge & Support Center** to benefit from the AVEVA GCS CF Program on any level, including CF **Basic**.

Additionally, registering on the **AVEVA Knowledge & Support Center** will expedite any calls into the AVEVA Customer FIRST support center by not requiring this information to be completed at the beginning of the support call.

3.1. How to register in the AVEVA Knowledge & Support Center

- Access the **AVEVA Knowledge & Support Center** website, currently available at *https://softwaresupport.aveva.com/*
- Click on the **Register** button to go to a Registration web page. If you have already registered, simply click on the **Sign-In** button, and enter your user name and password to sign-in.
- Fill in the online registration form. Most fields are self-explanatory, but the list below provides specific remarks about some fields:
    - **Customer FIRST Contract Number**: Leave in blank if you do not have this information. In this case, please make sure to fill the fields under **Your Location** (**Company Name**, **Address 1**, etc), so your credentials can be associated with your company/site and its CF Level.
    - **Primary Product Line of interest for Support website access**: Select **Wonderware**.
    - **Special Instructions**: Enter "**AVEVA Edge**" or "**InduSoft Web Studio**" in this field, according to the product that you are currently using.
- Click on the **CREATE ACCOUNT** button to submit your form.

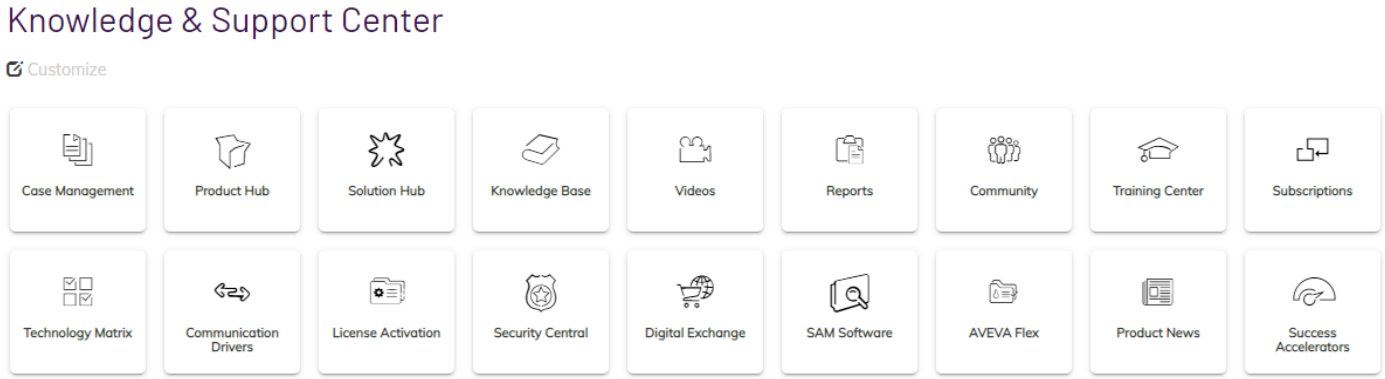
3.2. Using the AVEVA Knowledge & Support Center

After registering, you can access the **AVEVA Knowledge & Support Center** web site (*https://softwaresupport.aveva.com/*), click on the **Sign-In** button and enter your user name and password to sign-in.

A few business days after registering into the **AVEVA Knowledge & Support Center**, you should be assigned a unique **Technical Support User ID** number and receive this information via email. This number will also be displayed on the upper right corner of the **AVEVA Knowledge & Support Center** page after signing in.

The **AVEVA Knowledge & Support Center** provides useful interfaces as tools, such as:

- Ability to check the status of Support Tickets (**Case Management**)
- Ability to download the installation setup for the products (**Product Hub**)
- Ability to download the installation setup for communication drivers (**Communication Drivers**)
- Access to technical notes, manuals, videos, and forums with useful information about the products.



You can use the Search box on the top of the page to access information you are looking for. For example, you can type “AVEVA Edge” or “InduSoft Web Studio” to find a list of information associated with these product brands.

In order to narrow the search, you can also use the filter options available when clicking on the tiles from the main home page (e.g.: Product Hub) and click on the **Apply** button.

3.3. How to contact Technical Support

There are different methods for contacting our technical support team:

- Knowledge and Support Center to access Support Case Status: *https://softwaresupport.aveva.com/*
- Live chat from the AVEVA Edge page *https://www.aveva.com/en/products/edge/* (just click on the chatbot icon)
- Email: *edge.support@aveva.com*
- Phone:
    - Business hours: (+1) 512-349-0334
    - Emergency-only 24/7: (+1) 949-639-8500 (available for CF Premium or higher only)

To make efficient use of your time when you contact your AVEVA Global Customer Support Center to request technical support, please have the following information on hand:

- Your unique **Technical Support User ID**
- The assigned case number if your call relates to an open issue
- Software version/hardware model (where applicable)